GLASTONBURY FESTIVAL 2011

THE FINE GUIDE

your indispensible companion to everything at Glastonbury Festival

8am, Wednesday, 22nd June until 5pm, Monday 27th June

The 1,100-acre site at Worthy Farm is on the edge of Pilton village, off the A361 between Shepton Mallet and Glastonbury. It's a hilly, dairy farm with rough tracks and uneven walkways which can be difficult to get about on, particularly in bad weather, or if you are carrying an injury.

These notes will help you make the most of the Festival experience – and avoid potential pitfalls. And whether you're an old hand or a festival virgin there's even more useful stuff on the official website at www.glastonburyfestivals.co.uk.

We strongly recommend that you read this entire guide before setting off for the Festival

Getting ready

Everyone's got their own idea of what to bring to Glastonbury but, when packing, remember – less is best. Help us by only bringing essentials. Gazebos take up other people's camping space and usually get trashed – please don't bring one.

- Don't forget your ticket – you'll need to show it at the turnstiles to get in.
- Only bring what you can afford to lose. Although crime levels are not high, there is no way you can make a tent secure.
- Remember when packing that no glass at all is allowed on site, and that includes expensive perfume or aftershave as well as alcohol or cooking oil. – It will all be confiscated
- You will have to carry all your stuff some distance – so travel light. Everything you need can be bought on site.
- Bring warm and waterproof clothing, (ponchos are lightweight and a great way to keep dry) a pair of decent walking shoes/ boots, plenty of dry socks to change into if your feet get wet, sun-cream, biodegradable wet wipes and a torch to help you to manage uneven tracks and avoid those tricky guy-ropes at night.
- You can eat really well and cheaply on site. Food and cooking equipment are allowed but you won't need them.
- Only bring the bank cards you need for the ATMs on site, and leave a note of their numbers at home to make cancellation easier, if they get lost. Only carry a small amount of cash.
- Only bring the keys that you are likely to be using, in case they get lost.
- Make a note of your mobile phone's unique IMEI number (find it by pressing *#06#). It really helps to quote that when reporting a lost phone.
- Tickets are non-refundable and cannot be transferred to another name, so if you are concerned you may be unable to attend the Festival, you may wish to insure your ticket.
- Remember to bring your vital medications and keep them with you.
- Please don't bring your own sound system – the Festival has music pretty well covered. The campsites are patrolled for rogue systems, which will be confiscated.

Getting there

- Travelling by public transport saves you money, reduces pollution, is stress-free, sociable and helps you to beat the queues. Seriously consider leaving your car at home. Please!!
- Gates open from 8am Wednesday 22nd June. Car parks will be open overnight on Tuesday, but if you arrive early you have to stay in your car until the gates open. Stewards will not permit any fires, music or partying in the car parks. We are also planning to open the campervan/caravan fields slightly earlier, with access available from Tuesday afternoon.
- The last part of your car journey can be the longest – be ready for queues and bring plenty of water and make use of the loo before you get close to the Festival. The longest queues on the roads will be between 7.00 and 13.00 on Wednesday 22nd – with the greatest delays being on the A39 from the M5. Plan your journey to avoid the busiest times and routes, and listen to your radio for up to date traffic information.
- Look after your ticket, they're like gold-dust. In the past there have been thefts of tickets at motorway services some distance from the Festival.
- Avoid driving through Pilton village – please respect local residents' land and property and don't trespass or maraud in the village.
- If you use Sat Nav, check out Directions to Car Parks further on in the Fine Guide – and when you get close to the site follow the car park signs and the directions of stewards.
- How about cycling to Worthy Farm this year? There are guided rides from Bristol, or you can make your own way if you live locally. Either way, your luggage will be carried to and from the Festival, and you can use a secure campsite just for cyclists. To find out more, click here: http://www.glastonburyfestivals.co.uk/cycling

Getting in

- Get friends' tickets to them before they leave for the Festival; it is extremely difficult to meet at the gates. If you have to meet up, do it at least 5 miles away from the Festival.
- Be prepared to show your ticket for inspection at car park

entrances or when catching public transport or the shuttle bus, BUT do not give your ticket to anyone, even if they look like stewards, until you reach the tent in front of the turnstiles where they check your ticket photo.
- Make sure you have some bottled water with you as there may be queues at the pedestrian gates – particularly if you arrive at busy times such as Wednesday morning.
- Do not leave the turnstile until you have been wristbanded by the gate steward – and make sure that your wristband is firmly secured. If you have a problem there is a Ticket Enquiry Cabin near Pedestrian Gates.
- Keep your ticket and wristband safe once you are on site, as without them you will not be able to leave or re-enter the site, and that includes going to and from the car parks and the caravan and campervan fields. Follow gate stewards' instructions about passouts. On returning, there are dedicated lanes at gates for festival goers who have already been on site which are separate from those arriving for the first time. Make sure you are in the correct lane.
- The souvenir programme is free with your ticket – pick it up when you enter, along with the handy Guardian Guide – and if you keep your ticket in the plastic Guide pouch, make sure the knot is tight. You can replace the Guide but not your ticket.
- Green Travellers – remember to pick up your green travellers lanyard with vouchers at Pedestrian Gate A (PGA) before entering the site.

Children

- Children aged 12 and under have free entry when accompanied by a ticket holding adult at all times. If your child looks over 12 it would be wise to have some ID to confirm their date of birth.
- Campsite Stewards will direct you to quieter or less dense places to camp. There are two Family Camping Fields, one on the west in Wicket Ground near the Festival Bus and Coach Park by Pedestrian Gate A (PGA), and one on the east near the Kidz Field by PGC. Space in the east field is limited, with more likelihood for late arrivals to gain access in the west field.

Making camp

- Some camping fields are very busy and fill up quickly. If you want quiet – to sleep – gate stewards will advise you where to go. There is usually more camping space to the west of the site, near The Park. Note where you camp in relation to a recognisable landmark or mark your camp with a flag. It can be a nightmare finding your tent in a field with a thousand others – particularly at night.
- Say hello to your neighbours to build a community feeling and provide greater security. Look after each other and if someone is feeling ill, get help.
- Remember that tents are very vulnerable, even zipped up. Padlocks scream "I have something worth nicking in here". Do not leave anything of value in your tent during the day. If you do not want to carry your valuables with you when you party, use the free Property lockups – please.
- Thieving gits will find it harder if you take some basic precautions. Be inventive about hiding your valuables – sleep with them inside your sleeping bag at night, postcode your valuables. UV pens are available at Property Lock-ups. Some people put money and mobile phones in their wellies whilst walking around – just be careful if you get stuck in the mud!

Property Lock-ups

- If you're worried about something being stolen, don't leave it in your tent. Essential valuables can be left at the free 24-hour Property Lock-ups which are prominent around the site. They are marked on Festival maps with the keyhole logo.
  If you are unfortunate enough to be a victim of crime, report it to the Police HQ where you can get help and a crime record for insurance purposes. If you have information about a crime, call Crimestoppers on 0800 555111.
- Lost property – items that have been found – will be kept at Wagonshed Welfare near the farmhouse. If you lose, or find, any property this is the place to go – and don't wait until you get home to enquire. You are more likely to reclaim your property if you do it at the Festival.

Light my fire

Most nights are marked by spectacular fire shows in the Circus Field. Hopefully nothing else will go up in flames at the Festival!
- Candles are dangerous and useless in a field; use torches in and around tents.
- Only buy wax flares from authorised festival traders – check their accreditation.
- Light fires away from tents, using the wood supplied – never from hedges and trees.
- Don't dig holes. A cow with a broken leg wouldn't thank you!
- Watch out for flying embers and sparks – they can start a fire even from distance.
- Don't burn plastic, please. Quite apart from anything else it stinks.
- NEVER use petrol or paraffin to start or revive a fire.
- Camping stalls will provide and change camping gas for you. If you change them, always do it outside tents – even if it is raining – and ensure the gas tap is in the 'off' position, otherwise the gas will ignite when the cylinder is pierced and you could get badly burned.
- If you cook, do it outside.
- Campsite stewards and security teams look out for fires, accidents and risky situations.
- The legislation about not smoking inside in public places applies in tented venues on site – just as much as it does in your favourite club.
- Do not bring Chinese sky lanterns. They may look pretty, but they are banned from site as they litter the country side, have caused fatalities amongst cattle and fires when they land still alight.

Should you discover a fire, raise the alarm, check out people nearby are OK, and tell your nearest campsite steward about the problem. Immediately!

Show me the money

- The five NatWest Cash Machines near the farmhouse are open 24 hours a day from Wednesday 3 pm to Monday 12 noon, accepting all major debit and credit cards. The bank does not charge for its cash machine services.
- 24-hour ATMs are also situated in the Pennard Hill campsite, near the John Peel Stage, and on the walkway between the West Holts Stage and the Other Stage. These make a small transaction charge of £2.50.
- Get cash with a friend for company and security – and expect to queue.

3000's a crowd

As people move between the stages, particularly in bad weather conditions, gridlock can occur. If a swelling crowd develops, avoid adding to it. Chill, sit down, relax, and listen for announcements offering alternative routes. Be patient! Glastonbury is an unhurried experience.

Getting around

- The Festival covers a massive 1,100 acres inside the fence. Not counting endless distractions, or carrying baggage, it takes at least an hour to walk across site. If it is muddy, or you are carrying an injury, it will take even longer. And that's in daylight and sober.
- Disorientation easily sets in – not only in children. The surroundings change dramatically after sunset, when more tents arrive and crowds gather.
- Arrange to meet friends at the Meeting Point or a quiet place – it's extremely difficult to meet at one of the main stages. 'Time' becomes a vague concept at the Festival. Be prepared to wait.

Getting in touch

- Use your mobile phone to keep in touch with friends – and keep that phone safe. Think of the hassle you would have if you lost it, or it was stolen. Look after it.
- Mobile phone providers have transmitters on site to meet the

demand. The Orange Chill n Charge tents can recharge most phones whatever network you are on.
- Don't rely on text messages – because of high demand on site they can take hours, or days to get through.

Information Points

- Information Points bulge with things you didn't realise you needed to know. They can give you directions, maps, transport details, local town and Festival information. They will post cards home, take in lost property, offer help and support, handle complaints/compliments, provide recharging for disabled people's wheelchairs, toilet rolls, recycling bags, suncream and condoms – and all of that is free!
- You can buy programmes.
- If you get lost, or lose track of your friends, try leaving a message at any (or all) of the six Information Points, and/or with Worthy FM (87.7 FM). The Information Point beside the Meeting Point offers a 24 hour service.
- The only public payphones are at Information Points
- A free daily newspaper, The Glastonbury Firelighter, will be distributed around site on Friday, Saturday and Sunday and will be available at Information Points. From 8.00am on Monday, Information Points will sell the souvenir 'Q Review' for £4.00. Reviews are also available on Monday morning at the exits from the site, or you can place an advance order and have one posted to your favorite aunt or friend who could not make the Festival.

Looking after number one

The moment you enter the Festival site, you do not become an indestructible being, capable of anything. So look after yourself, don't overdo it and, most importantly, look out for others.

- Without wanting to sound like your mum, please wash your hands regularly. There is more chance of catching an infection in a field than at home.
- The Festival takes place on uneven farmland, with stone tacks and metal trackways. Take care, especially at night – you can't dance with a twisted ankle. Strong shoes for walking may not be fashionable, but are necessary – just as a torch is after dark.
- Please do not climb any trees on site – it's dangerous and may damage the tree.
- There's lots of traffic on site. Give farm vehicles and trucks plenty of space to pass and don't ride on vehicles.
- Illegal drugs are no more legal on site, than off. There will be police on site. The Festival is not a good time to experiment with drugs. The crowds, the noise and the sheer size of the place are likely to make any bad reaction much, much worse.
- Take a water bottle with you, especially when the sun is shining. You can fill it for free from tap points dotted around the Festival site. Don't risk overheating and dehydration.
- Drunkenness is, at best, annoying and antisocial. Drug/alcohol cocktails can be lethal.
- Prolonged exposure to high volume noise can cause severe hearing damage.
- Serious sunstroke, sunburn or cancer can be caused by the sun on unprotected skin.
- You risk pregnancy and/or infection from unprotected sex.
- Bar staff will ask for proof of age whenever a customer appears to be under 21 – so if you think there is a chance you may be asked, best bring some photo ID. It's down to you to prove you are over 18. If you look under 21 you will be challenged.

Thinking about others

We spend the year trying to make sure you have a great time – we ask you to help us and be considerate of the farm, the environment and other ticketholders.

- Tons of camping kit is abandoned each year. it's not good. Please pack up all your stuff including your tent and take it home with you to reuse next year.
- When you set up camp, if you take up acres of space, people who cannot come until Friday night or Saturday morning will be pushed to find a square of grass to pitch their tents.
- Flags are part of Glastonbury, but please be considerate with them. If you take them into the mosh pits you block the view of others who have paid just as much as you to be there – stand further back.
- Antisocial and illegal behaviour will not be tolerated – ejection will be the outcome.

Medical & Welfare

- There are two Medical Centres, a pharmacy and two Welfare Centres – check out the map.
- The Welfare Centres provide experienced, caring and confidential help for all kinds of practical and personal problems.
- Lost children are cared for in the Kidz Fields until 8pm daily, after which they are taken to Wagonshed Welfare, next to the farmhouse.
- Green Fields offer a variety of alternative therapies.

The Last Word...

At Glastonbury, the peace-and-love vibe goes a bit deeper than just donning a bit of tie-dye. Instead of chasing profits, we're trying to make sure our festival really makes the world a better place, and we've been supporting international environmental and development causes for decades, as well as trying out new ideas to minimise the damage a hundred and seventy thousand ravers and revellers can do to one Somerset dairy farm.

To that end, please reduce what you bring, make sure it's reusable, not disposable, and take home what you can't recycle on site. Remember the climate at Worthy Farm changes more than most, so be prepared for heat waves, droughts and floods. And please don't pee in the streams and hedges – if you're spotted you'll be invited to discuss the value of a clean water supply and an unpolluted environment with one of our charity partners, Greenpeace, Oxfam and WaterAid. They can't wait to meet you.

Glastonbury Festival should be a beacon of how things could be better, opening hearts and minds to different ways of seeing the world – greener, cleaner, fairer, a lot more peaceful and a lot more fun. Let's show the world how things should be done, and let's make it work for everyone, even the cows.

supporting
GREENPEACE Oxfam WaterAid
and other worthwhile causes

Enough advice already – have a wild and unforgettable time.

The Small Print

Only food and alcohol for personal consumption can be brought into the site. Please don't bring any glass bottles. They are dangerous and will be confiscated. Do not bring anything that would cause unnecessary rubbish. You may be searched at the entrance for any items that may be used in an illegal or offensive manner - which will be confiscated. Persons suspected of carrying out illegal and/or offensive activities onsite may also be searched and face eviction. No portable laser equipment or pens are permitted. No animals (except registered guide dogs), sound systems, generators, sky lanterns or kites, unauthorised fireworks, or wax flares, large fires or burning of plastic will be allowed on site. Persons using fireworks will be evicted from site and materials confiscated. No unauthorised tape recorders, professional film or video equipment are allowed onsite. Cameras for personal use are welcome. Ticket holders consent to the filming and sound recording of themselves as part of the audience. CCTV will be used on site. Images will be monitored for the purposes of public safety, crowd management and crime prevention. The cost of the ticket includes camping (apart from Sunday tickets), musical and non-musical performances. For further information, please check out our website www.glastonburyfestivals.co.uk.